

Company/Organization Name: Midmark



Location: Lincolnshire

Position/Title: Technical Service Specialist

## **SUMMARY**

The primary function of this position is to independently support and perform complex technical duties related to digital x-ray/imaging products and by resolving customer problems or concerns. Troubleshoot local area networks, Microsoft products and proprietary software, computer hardware, electrical, and mechanical x-ray apparatus along with supporting application inquiries, installations and complaints. Services are provided mainly by telephone, however, on-site support may be necessary to resolve some cases. Inquiries will originate from end users, trained field support personnel, company sales representatives, coworkers, internal and, customer management. Approximately 85% of job is on the phones providing customers support while in the office.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Troubleshoot basic and advanced software/hardware issues with internal and external customers via phone, email, chat, and remote control/assist software.
- Testing and updating of various Dental X-ray equipment.
- Organize daily tasks and work with minimum supervision.
- Maintain a good rapport with Engineers, sales, dealers and co-workers.
- Assist with other duties or projects, as assigned

## **EDUCATION**

- Associate degree (major field of study in electronics) or 2 years medical or electronics experience.

## **KNOWLEDGE/EXPERIENCE**

- Experience in electronics, AC/DC circuits and Microprocessors.
- Ability to use test and repair equipment (Digital Multi-Meter).
- Read circuit board schematics and wiring diagrams.
- Understanding of computers, software and networking (A+ and Network + certification or equivalent preferred)
- Vista and Windows 7, MS Excel, SQL Server based applications, Windows server, peer to peer and Domain networks.

- Bilingual in both English and Spanish for phone support with our Latin America Customers is highly desired
- Knowledge of Dental X-Ray equipment preferred.
- Tact /Diplomacy—Easy to work with, a team player attitude. Has a winning personality. Projects confidence and credibility. Forceful but not abrasive.
- Initiative—Self-motivated. Able to work with minimum supervision. Able to seek out solutions to issues. A problem solver and analytical.
- Motivation/Drive—Exhibits energy, strong desire to achieve quality results with minimum supervision.
- Organization/Planning—Plans, organizes, coordinates and sorts out priorities in such a manner as to achieve timely quality results
- A+ and Network+ Certifications
- Must have excellent verbal and written communication skills, be a self-starter, self-sufficient, an independent thinker, and enthusiastic.
- Must have strong interpersonal phone and email skills and be customer focused while resolving and troubleshooting customer issues.
- Must be able to troubleshoot equipment by phone and with service technicians as well as solve application problems with the end user that may or may not be comfortable using a computer.

To Apply Online:

[https://www.appone.com/MainInfoReq.asp?R\\_ID=1356886](https://www.appone.com/MainInfoReq.asp?R_ID=1356886)